CLAIMS:

1. An electronic mail management system for handling electronic mail in a shared multiple user environment, in which the users' incoming electronic mail are sent and received from external correspondents, said system includes a common mail server with a central storage wherein electronic mail items of the users are stored and may be retrieved, said system comprising:

detecting means for monitoring the flow of in- and outbound electronic mails on the mail server for a specified set of users, and intercepting the in- and outbound e-mails;

journalising means for creating a notification record of a set of e-mail information data for each of the intercepted electronic mails;

an electronic mail manager database (EMM DB) for storing said notification records and the associated electronic mails in a relation database so that the notification records and the associated electronic mails are accessible for the users in the multiple users environment by a search query; and

means for establishing a journal of electronic mails from the notification records in the electronic mail management database by defining a search request query and submitting said search request to a search engine for selecting a user-defined series of information data from the notification records in the electronic mail management database.

2. A system according to claim 1, wherein the detection means include means for formatting each intercepted electronic mail.

3. A system according to claim 2, wherein the detection means further include means for copying the formatted electronic mail to the electronic mail manager database (EMM DB).

4. A system according to any of claims 1 to 3, wherein electronic mail management relation database is hosted on a SQL server.

5. A system according to any of claims 1 to 4, wherein the means for establishing a journal involves a search according to at least one selection criterion in the notification record for establishing a journal of e-mails among the entries in the electronic mail management database.

6. A system according to claim 5, wherein the data in the notification record includes a notification message for each e-mail, said notification message containing e-mail header information including at least one of the following data: time of receipt (date); information concerning the sender ("from"); information concerning the recipient or recipients ("to"); information regarding copy recipients ("cc") and/or blind copy recipients ("bcc"); message identification; reference data, such as "in reply to"; subject; comments, and keywords.

7. A system according to any of claims 1 to 6, wherein said electronic mail management system (EMM) is adapted to cooperate with any SMTP protocol based e-mail systems.

8. A system according to any of claims 1 to 7, wherein the specified set of users being subjected to the detection means is all users in the multiple user environment is at least two users.

9. A system according to any of claims 1 to 8, wherein the multiple-user environment is a multi-site customer environment, each site having a local client server.

10. A system according to any of claims 1 to 9, wherein the multiple-user environment is a single-site customer environment, having a single client server.

11. A system according to claim 1, wherein the means for establishing a journal include an e-mail management dialog means for each user for indicating arrival and departure of e-mails.

12. A system according to claim 11, wherein said dialog means provide for seeking consent for journalising for each arriving and departing e-mail.

13. A system according to claim 11, wherein said dialog means provide for automatic journalising for each arriving and departing e-mail.

14. A system according to any of claims 1 to 13, wherein the electronic mail journalising means includes:

- a notification queue
- a notification server
- a notification loader
- a notification scheduler, and
- the e-mail management relation database storage.

15. A system according to claim 14, wherein the notification scheduler include means for updating the journalising means, said updating means include a predefined journalisable acceptance criterion.

16. A system according to claim 14, wherein said journalisable acceptance criterion being either if the specific e-mail is sent to more users, all users must accept the specific e-mail to be journalised, or if only one of the users accepts the specific e-mail for journalising, the journalising is performed.

17. A system according to any of claims 1 to 16, wherein the means for establishing a journal of e-mails is adapted for providing a multiple of journals.

18. A system according to claim 17, where a journal is established by comparing two or more of said multiple of journals by Boolean operators.

19. A method of journalising electronic mail in a shared multiple user environment, in which the users' incoming electronic mail are sent and received from external correspondents, said system includes a common mail server with a central storage wherein electronic mail items of the users are stored and may be retrieved, said method comprising:

monitoring the flow of in- and outbound electronic mails on the mail server to and from the server users, and intercepting at least a selection of the in- and outbound e-mails,

creating a notification record of a set of e-mail information data for each intercepted electronic mail, and storing said notification records and the associated electronic mails in a electronic mail manager relation database (EMM DB) so that the notification records and the associated electronic mails are accessible for the users in the multiple users environment by a search query;

establishing a user-specific journal of e-mails from the notification records in the electronic mail management database (EMM DB) by defining a search request query and submitting said search request to a search engine for selecting a user-defined series of information data from the notification records in the electronic mail management database.

20. A method according to claim 19, including formatting each intercepted electronic mail.

21. A method according to claim 20, whereby said formatted electronic mail is copied to the e-mail manager database (EMM DB).

22. A method according to claim 19, wherein the step of establishing of a journal includes an e-mail management dialog means for each user for indicating arrival and departure of e-mails.

23. A method according to claim 22, wherein said dialog means provide for seeking consent for journalising for each arriving and departing e-mail.

24. A method according to claim 22, wherein said dialog means provide for automatic journalising for each arriving and departing e-mail.

25. A method according to claim 1 to 24, wherein the e-mail journalising step include updating the journalising means, said updating means include a predefined journalisable acceptance criterion.

26. A method according to claim 25, wherein said journalisable acceptance criterion is either if the specific e-mail is sent to more users, that all users must accept the specific e-mail to be journalised, or if only one of the users accepts the specific e-mail for journalising, the journalising is performed.

27. A method according to claims 19 to 26, whereby the step of establishing of a journal of e-mails is adapted for providing a multiple of journals.

28. A method according to claim 27, where a combined journal is established by comparing two or more of said multiple of journals by Boolean operators.

29. A computer usable medium having computer-readable program code means providing an e-mail management system for journalising electronic mail in a shared

multiple user environment, in which the users' incoming electronic mail are sent and received from external correspondents, said system includes a common mail server with a central storage wherein electronic mail items of the users are stored and may be retrieved, said computer-readable program code comprising:

computer program code means for providing detecting means for monitoring the flow of in- and outbound electronic mails on the mail server to and from the server users, and intercepting at least a selection of the in- and outbound e-mails;

computer program code means for providing journalising means for creating a notification record of a set of e-mail information data for each intercepted electronic mail, and storing said notification records and the associated electronic mails in a electronic mail manager relation database (EMM DB) for storing at least said notification record and each electronic mail in a manner accessible for the users in the multiple users environment, so that the notification records and the associated electronic mails are accessible for the users in the multiple users environment by a search query;

computer program code means for providing means for establishing a user-specific journal of e-mails from the notification records in the electronic mail management database (EMM DB) by defining a search request query and submitting said search request to a search engine for selecting a user-defined series of information data from the notification records in the electronic mail management database.